

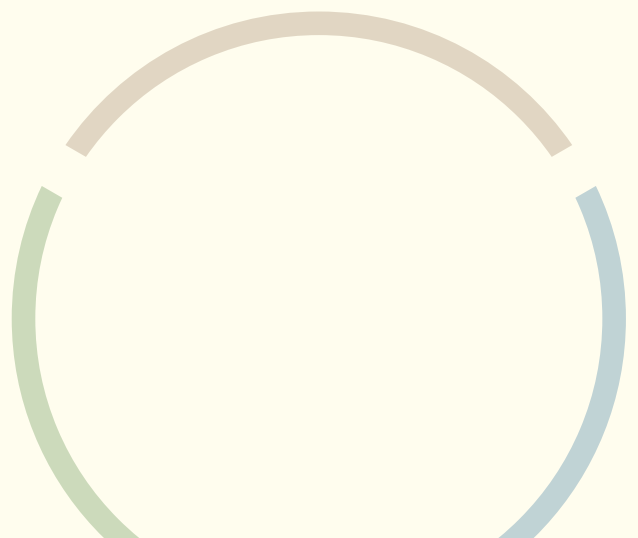


A photo of a group of older people holding fitness equipment. They look happy.

Health and Adult Services Local Account 2024/25

People living longer, healthier, independent lives

Summary Version



Introduction

This Local Account for North Yorkshire Council's Health and Adult Services (HAS) provides an overview of what we achieved in 2024/25 and our priorities for the year ahead.

A major milestone this year was our first Care Quality Commission (CQC) assessment of adult social care under the Care Act 2014. In 2024/25 we continued to work hard to prepare for CQC assessment, seeing it as an opportunity for an in-depth review of our strengths and areas for development. Following the assessment visit in June 2025, we were delighted to receive a 'Good' rating with an overall score of 81, placing us among the highest-rated councils nationally. We will share more detail in the next Local Account.

We continue to face significant challenges, including workforce shortages, rising demand, and the impact of the cost of living, all compounded by North Yorkshire's size and rurality. These pressures have shaped our seven Adult Social Care and three Public Health improvement priorities, which we have progressed throughout the year. Alongside this, there are new opportunities to work with partners such as the York and North Yorkshire Combined Authority to improve services and support for people. We hope this report gives you a clear picture of our work and future plans.



Cllr Michael Harrison
Executive Member, Health
and Adult Services

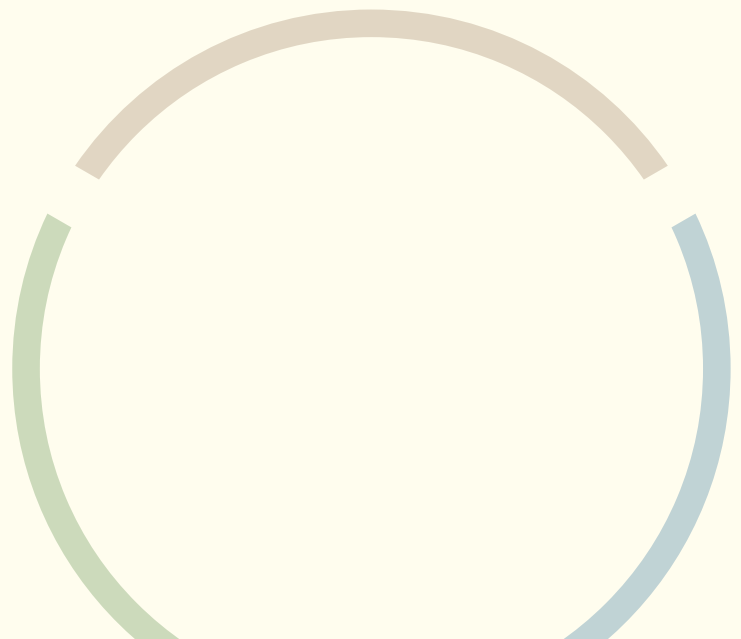


Richard Webb
Corporate Director,
Health and Adult Services



Abigail Barron
Corporate Director,
Health and Adult Services
(From March 2026)

Photos of Michael, Richard and Abigail.



Our information, advice and guidance offer

You can find information and advice on our accessible website at www.northyorks.gov.uk/adult-social-care or by contacting our Customer Services Centre on 0300 131 2131.

You can also use online forms to request care and support, complete a carers assessment and find out how much you may need to contribute to care and support services.

Our Customer Services Team offers one-to-one advice and guidance. They can direct people to local services or refer to our social work teams for an assessment.

We can also provide interpretation for different languages by phone, video or in-person, including British Sign Language.

Section 1: What we did in 2024/25, and our plans for 2025/26

Our plan for Health and Adult Services and our improvement priorities

Our vision is for people in North Yorkshire to live longer, healthier, and more independent lives. We have updated our long-term plan, Health and Adult Services 2030. This plan sets out how we will improve services, save £13 million by 2028, and work with the NHS and partners. You can find the Health and Adult Services 2030 Plan here: www.northyorks.gov.uk/your-council/council-plan-constitution-and-strategies/strategies-plans-and-policies/health-and-adult-services-2030-plan

We have also reviewed our improvement priorities and will continue them into 2025/26. In this Local Account, we share our progress during 2024/25 and our plans for the year ahead.



An image of the front cover of the Health and Adult Services 2030 Plan.

3 Public Health improvement priorities

1. Having the best start in life

What we are working on

We are supporting healthy habits in young children through the Healthy Early Years Award and a new Scarborough project. We are also helping schools with online safety training and sharing advice for parents. For whole-family wellbeing, we deliver programmes like Solihull Parenting, auto-enrolled 800 more children for free school meals, and give schools a toolkit to tackle poverty.

We are joining up services for children and parents, improving access to the Healthy Child Service, parenting courses, vaccinations, and launching a new mental health programme. We are also helping schools become Asthma Friendly.

Our plans for 2025/26

We are working with local oral health providers to ensure Government funding for supervised toothbrushing reaches children aged 3–5 in our most deprived communities. We are continuing the early years healthy lifestyles project in Scarborough, monitoring child obesity rates, supporting schools to use the poverty guide, and expanding the myHappyMind wellbeing programme in primary schools.

2. Getting people moving more

What we are working on

We have redesigned leisure services with Active North Yorkshire and launched Healthy You, a weight management service for all ages. To strengthen this work, a new physical activity officer now links Public Health and North Yorkshire Sport, to encourage movement and active lifestyles across the county.

Our plans for 2025/26

We are working with partners to encourage movement, play and sport so people stay stronger for longer. This is called Moving North Yorkshire. We continue to support Active North Yorkshire in reviewing leisure services and testing new options for people with musculoskeletal issues. Public Health is also running school street pilots to help children travel safely and actively to school.

3. Healthy ageing

What we are working on

The Director of Public Health (DPH) annual report 2023-24 looked at healthy ageing. It set out our priorities and key recommendations to help partners plan for an ageing population. We also ran a photo competition celebrating older people in North Yorkshire, a campaign to boost pension credit uptake, events marking the International Day of Older Persons, and a seminar for council members. You can find the report at www.northyorks.gov.uk/sites/default/files/2025-12/Director%20of%20public%20health%20annual%20report%202023-24%20final%20-%20accessible.pdf

Our plans for 2025/26

We will continue implementing the recommendations of the DPH annual report. This includes falls prevention, a focused offer for leisure services for older people through Active North Yorkshire, sharing information and raising awareness about healthy ageing and how we are making North Yorkshire a great place to grow older.

A photo of a group of women lifting heavy weights.



7 Adult Social Care improvement priorities

1. Waiting Well – actively managing people’s waiting time throughout their care journey

What we are working on

Sometimes people in North Yorkshire have to wait for an assessment or service, but we are working hard to reduce these waits. Our new Waiting Well process makes sure that people get support while they wait. New Occupational Therapy Assistant roles have cut Occupational Therapy waiting lists by 40%, and average wait times have halved. For Deprivation of Liberty Safeguards, we have trained more staff, streamlined processes, and improved assessments to meet growing demand across our large rural area.

Our plans for 2025/26

We will check progress weekly and adjust our approach to make sure people feel supported while they wait. This includes ongoing investment to increase Deprivation of Liberty Safeguards capacity, encouraging innovation, and making sure the Waiting Well process is used consistently across all services.

2. Reviews – making sure people get a review of their support at the right times

What we are working on

We created a Countywide Reviewing Team to manage reviews for people in long-term care, freeing up our community social care teams. Community teams now have dedicated days for annual reviews. This approach is working well; we completed 4,501 reviews in 2024/25, a 10% increase on last year.

Our plans for 2025/26

We plan to expand the Countywide Reviewing Team to include reviews for people living in the community. We will explore using trusted reviewers from other health and care organisations and develop guidance for reviews for people living in care settings or with family outside North Yorkshire.

3. Direct Payments – supporting more people to choose direct payments, and sourcing more personal assistants

What we are working on

We have streamlined processes for Direct Payment Advisors (DPAs) to make it easier for them to deliver effective support. Community teams now get new Direct Payment training, and DPAs run drop-in sessions for advice. This has led to more people being offered and accepting Direct Payments (DPs). We are also tracking why some people say no, so we can remove any barriers.

Our plans for 2025/26

We will review cases where DPs were not offered, to remove any remaining barriers. A 12-month pilot in Whitby and Craven will test new support planning approaches and ways to attract and retain personal assistants in Ryedale and Harrogate. We will also promote Individual Service Funds to give people more choice and flexibility if they don’t want to manage a DP themselves.

About Direct Payments and Individual Service Funds: Direct Payments are personal budgets which get paid directly to the individual to manage and purchase their own care and support. Individual Service Funds are similar, but allow individuals to choose a provider to manage their personal budget.

4. Carers – a clear and consistent support offer everywhere to help unpaid carers to continue to care for their family member or friend

What we are working on

Our community teams are working hard to make sure that carers are offered a carer assessment. To help us reach more carers, the Living Well team also offer carer assessments.

We have worked with carers and local carer support organisations to launch an online carer self-assessment in summer 2025, making it easier for carers to complete at a time that suits them.

Regular Carers Round Table meetings with carer and dementia support organisations help shape our improvement plans for carers.

Our plans for 2025/26

We will keep working with carer support organisations and carers to develop our Carers Strategy, which is due for publication in early 2026. We are reviewing the carers break service and will use carers' feedback to improve it.

5. Reablement - continuing to support the recovery of the reablement offer post-pandemic

What we are working on

Our reablement service helps people regain confidence and independence after illness, usually over 3 to 4 weeks. It is performing well, supporting 476 more people than last year, and returning to pre-pandemic levels. Reablement is now offered first as part of joined-up work with health partners, and teams are working with our technology-enabled care service to expand support.

Our plans for 2025/26

We want to make reablement available to people at any stage of their social care journey, not just after a hospital stay. If funding allows, we will expand services for people in the community, including those with learning disabilities who may need longer support. We'll also continue joining up reablement and rehabilitation (see 'Home First' section below).

6. Home First - helping people return home after a stay in hospital

What we are working on

We want to help more people stay at home for longer. This includes more live-in care and testing new Home First services with partners. We have introduced a bridging service to support people home from hospital for up to two weeks until they no longer need support or until reablement or other care is in place.

We have also strengthened our home improvement service for older and disabled people, and introduced a single Disabled Facilities Grant policy across North Yorkshire so fairer, more consistent decisions can be made.

Our plans for 2025/26

We want to help more people stay at home instead of going into hospital or care. We are expanding our community support, and rolling out the Home First pilot to more parts of the county so everyone has fair access.

We are working closely with the NHS on intermediate care, which gives short-term support to help people avoid hospital or recover at home. By 2027, we aim to fully join up reablement and rehabilitation services.

We also offer short stays in care homes to help people regain strength before returning home. Stays are currently longer than ideal for the person's recovery, so we have put a plan in place and created a new post to help people move on more quickly.

7. People with Complex Life Circumstances - a clear and consistent support offer with excellent services available everywhere across the county

What we are working on

We are developing specialist care and a 'team around the person' approach. This means professionals and community support work together with the person and their family to create a shared care plan based on what matters most to them. This is especially for people with complex needs, for example a combination of mental health issues and disabilities or neurodiversity and, sometimes, substance use.

We are also working with Housing to become more trauma-informed, starting with training, workforce support, and a self-assessment toolkit.

'Trauma-informed' means being sensitive to the trauma that people may have experienced and actively seeking to prevent re-traumatisation.

How we involve people in shaping and improving our services

People are experts in their own lives, and we want their voices to be at the heart of Health and Adult Services. Our work with people and communities to shape our services is guided by our Involvement Charter and Framework. www.northyorks.gov.uk/your-council/consultations-and-engagement/current-consultations/get-involved-health-and-adult-services

We are very grateful to all the people who contribute their time and experience. If you would like to know more, please email HASengagement@northyorks.gov.uk or call 01609 534 916.

Our workforce

Recruiting and keeping staff in adult social care remains difficult nationwide, but North Yorkshire is performing better than the average for councils, thanks to targeted efforts and international recruitment. The council has introduced new roles, improved career pathways, and strengthened links with schools and universities.

However, upcoming immigration rule changes will stop new overseas care workers coming to the UK, so supporting the existing workforce is now a priority. Pay and conditions remain a big challenge, but a new Government plan for fair pay could help in the future.

Our plans for 2025/26

By November 2025, most leaders and managers will be trained in trauma-informed practice, and we will begin general and champion training. People with lived experience will help to shape services.

In 2026, we will expand our social care mental health and specialist services, including a multi-agency team working with people who face multiple disadvantages caused by disability, mental health issues and substance use.

A photo of a woman with red hair looking at a paper worksheet with a man with an orange lanyard.



Section 2: Our performance

How much we spend on adult social care and public health

For 2024/25, the council spent £251,017,000 on adult social care (6.4% more than in 2023/24) and £25,714,561 on public health (2.5% more than in 2023/24).

Public Health Peer Review

In February, our Public Health team took part in a voluntary Peer Review with experts from local government and health. The review praised our leadership, impact, and partnership working. Key recommendations included better use of data for decisions, a clearer focus on health inequalities, and clarifying Public Health's role in devolution.

You can read more in the Director of Public Health Annual Report 2024–2025:

www.northyorks.gov.uk/your-council/council-plan-constitution-and-strategies/strategies-plans-and-policies/director-public-health-annual-report-2024-2025 .

Our performance in numbers

Adult Social Care

During 2024/25 we provided:

- **9,808** people with long term support services, up 1% from last year. This was made up of:
 - **6,242** people with community-based packages
 - **3,566** people with residential packages
- **1,538** Extra Care places (the same as last year)
- **3,948** contacts to Living Well Service (all services), up 1% from last year
- **2,141** Direct Payments (up 26% from last year)

Residential care and domiciliary care services performance

85% of residential care settings and 91% of domiciliary care services were rated as "Good" or better by CQC. This is a slight increase for both from last year, and above both the regional and national averages.



An older man in a blue striped top sitting in an armchair, having a friendly chat with another person.

Our public health improvement programmes

- **Adult Weight Management Service:** in the first 3 months of the new Healthy You Service (January-March 2025), there were 604 referrals across the county.
- **Smoking Cessation Service:** 765 smokers quit at 4 weeks over the 2024/25 financial year, an increase of 8% on the previous year.
- **NHS Health Checks:** 16,517 people in North Yorkshire received a health check in 2024/25, covering 8.6% of the eligible population. This is a slight increase from the previous year and just below the England rate of 9.0%.
- **Substance Use:** the total number of adults in treatment increased in 2024/25 from 2,584 to 2,840, slightly below the target of 2,856.

The Adult Social Care Outcomes Framework and the Local Authority Health Profiles help us to see how we are doing in certain areas compared to other local authorities in England. The table below shows our assessment of our performance in 2024/25 against this benchmarking information.

Our strengths are:	
1	The proportion of people who use services who said they have control over their daily life (83.0%, ranked 12 out of 150);
2	The proportion of carers who report that they have been included or consulted in discussion about the person they care for (74.6%, ranked 13 out of 150);
3	Overall satisfaction of people who use services with their care and support (69.0%, ranked 22 out of 150);
4	Procuring NHS Health Checks for adults aged 40-74: the proportion of the eligible population receiving NHS Health Checks is below the national average in 3 out of 4 quarters for 2023/24. However, in the first two quarters of 2024/25, the proportion of eligible adults receiving a health check has been similar to or above the national average and is now close to the pre-COVID average;
5	Healthy Child Programme: for the year 2023/24, North Yorkshire achieved completion rates above the England average and above the average for 14 similar rural counties (“statistical neighbours”).

Our areas for further development are:	
1	A high level of permanent admissions to care homes for residential and nursing care;
2	Low proportions of people using social care, and of unpaid carers, who receive direct payments;
3	Decline in smokers accessing Stop Smoking Services - new clinics have been opened to address this, in line with the national “Smokefree 2030” ambition;
4	A high proportion of children, particularly reception aged children, are classified as overweight or obese, as measured by the National Child Measurement Programme.

Safeguarding adults - the safeguarding year in numbers

- **8,198** safeguarding concerns received in 2024/25, an 18% increase compared to the previous year
- **2,075** safeguarding enquiries in 2024/25, a 12.2% increase compared to the previous year
- **92.4%** of enquiries had risk reduced or removed, down from 93.6% in the previous year
- **80%** of adults at risk felt their outcomes were fully met, down from 83% in the previous year
- **6,200** Deprivation of Liberty applications were received, up 14% year on year

Feedback from people about adult social care

Complaints

In 2024/25 we received 486 complaints, up 138 from last year. This may be because we are better at signposting people to the complaints process as part of our learning culture. Fewer complaints were upheld (23% compared to 39% last year). Most complaints were about care and support.

We use complaints to learn and improve, including better communication and small changes that make a big difference. Next year, we will set up an Adult Social Care Learning and Improvement Group to review feedback and drive improvements.

MP enquiries

During 2024/25, we received 99 MP enquiries, up by 6 from last year.

Local Government & Social Care Ombudsman

The Local Government and Social Care Ombudsman looks into complaints about councils in a fair and independent way. People can go to the Ombudsman at any time, but usually after using the council's own complaints process first.

In 2024/25, 10 cases were closed, and there were 15 new Ombudsman cases, up by 7 from last year. Of the 10 closed cases, fault causing injustice was found in 3.

Compliments and commendations

During 2024/25, we received 745 compliments for Health and Adult Services. This is 146 more than the previous year.

We hope you enjoyed our Local Account for Health and Adult Services 2024/25. If you have any feedback, it would be great to hear from you. Please send it to HAS-governance@northyorks.gov.uk

Contact us

Online: [northyorks.gov.uk/contact-us](https://www.northyorks.gov.uk/contact-us)

By telephone: **0300 131 2 131**

North Yorkshire Council, County Hall, Northallerton, North Yorkshire, DL7 8AD

You can request this information in another language or format at [northyorks.gov.uk/accessibility](https://www.northyorks.gov.uk/accessibility)